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NATIONWIDE earns DALBAR's Plan Participant Service Award and Recognition for Excellence Awards

(Boston, MA. January 31, 2017) DALBAR recognizes Nationwide for its outstanding service to retirement plans. Nationwide has earned four separate DALBAR awards recognizing the level of service being provided to its retirement plan partners, clients and participants in both telephone and email interactions. The specific awards earned are:

- **2016 Plan Participant Service Award** for exceptional contact center service to plan participants – Third consecutive year.
- **2016 Recognition for Excellence Award** for outstanding email support and relationship management for plan sponsors and third-party administrators – Third consecutive year.
- **2016 Recognition for Excellence Award** for outstanding email support through the onboarding and conversion process – Second consecutive year
- **2016 Recognition for Excellence Award** for exceptional telephone support through the onboarding and conversion process – Second consecutive year

DALBAR's Plan Participant Service Award and Recognitions for Excellence were earned through an objective third-party evaluation of the quality of service being delivered based on randomly sampled service interactions. The Plan Participant Service Award was based on a review of the contact center service being provided to retirement plan participants. The Recognition for Excellence awards looked at the relationship management delivered by Nationwide's Client Services, New Plan Implementation and Conversions teams.

Over the course of the year, DALBAR randomly selects and audits incoming telephone calls in order to monitor the callers' experience. Each service interaction is reviewed against detailed criteria covering all aspects of the customer experience. In order to qualify for the Award, companies must exceed stringent benchmarks across all of the criteria reviewed.

Nationwide service associates and relationship managers achieved a level of excellence for:

- ✓ Providing an all-around superior level of service to plan participants as they call the contact center with questions or in need of assistance
- ✓ Making a great first impression for all new plan participants through phone and email correspondence via a professional demeanor, proficiency and clarity through each interaction
- ✓ Doing a stellar job as they respond to current clients' email inquiries by ensuring those clients receive a clear and proficient response to their inquiry



According to DALBAR Director Brendan Yeager, “Nationwide has demonstrated a real commitment to providing a superior standard of care to their retirement plan customers. This commitment extends from the plan sponsor or third party administrator all the way down to individual plan participants and starts from the very beginning of the implementation process. These awards are clear evidence that they are delivering on that promise.”

To learn more about these awards or DALBAR’s Retirement Plan Service Evaluation and Retirement Plan Relationship Management Evaluation programs, please contact Brooke Halloran at 617-624-7273 or at bhalloran@dalbar.com.

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